

Appendix B-4A: Milwaukee Supplemental Security Income/Social Security Disability Insurance Advocacy Agency 2011-2012 Secondary Performance Standards

Wisconsin Works (W-2) and Related Programs Contract For the period January 1, 2011 through December 31, 2012

All W-2 Contract Agencies are expected to provide high quality services that result in positive outcomes for the family receiving W-2. The Secondary Performance Standards are mainly comprised of process measures that, if met, should lead to positive outcomes in the Required Performance Standards.

The attached chart shows the Secondary Performance Standards for the Milwaukee Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI) Advocacy Agency (SSIA), which will be measured for the period of January 1, 2011, through December 31, 2012. The SSIA are located in Milwaukee County and have been designated to provide services to individuals applying for SSI/SSDI benefits.

The Secondary Performance Standards use a rating scale which classifies W-2 Contract Agency performance into the following categories: exceed, satisfactory, needs improvement, and fail. The SSAs are expected to meet the benchmarks indicated in the “exceed” and “satisfactory” levels on an annual basis.

Secondary Performance Standards are used as a monitoring tool for Contract Managers.

Performance Standard Time Frames

Performance Standards are measured according to the following time frame:

- Year-to-Date is cumulative beginning in January and ending at the end of the calendar year.

Worker Error Adjustment

The adjustment process is not applicable to the Secondary Performance Standards.

Risk Protection Adjustment

The risk protection adjustment process is not applicable to the Secondary Performance Standards.

Master Scale

The master scale is not applicable in the Secondary Performance Standards. These standards will not be used to determine if an agency is awarded additional points in an agency's 2013 W-2 proposal.

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2011-2012 Secondary Performance Standards**

Performance Standard	2011-2012 Performance Measure	Measurement Scale
<p>Job Entry</p> <p>Year-to-Date</p>	<p>Job Entry measures the percentage of all unduplicated W-2 individuals who enter the workforce with new employment.</p> <p><u>Numerator</u> All W-2 individuals who meet the following definition of an entered employment:</p> <ul style="list-style-type: none"> • unemployed at the beginning of the measurement period and, after referral or transfer to the work program subsystem in CARES, obtain unsubsidized employment that is expected to last 30 days or longer; or • employed in unsubsidized employment and, after referral or transfer to the work program subsystem in CARES, obtain new employment that is expected to last 30 days or longer with higher gross wages or an additional job to increase total wages. <p>The unsubsidized employment must be recorded on CARES screen WPEL within 60 days of the begin date of employment.</p> <p><u>Denominator</u> All W-2 individuals.</p> <p>Exclusions:</p> <ul style="list-style-type: none"> • On January 1, 2011 and January 1, 2012 the carry in Case Management Follow-up (CMF) individuals and Case Management Unsubsidized Employment (CMU) only individuals will be excluded from the denominator. If an excluded individual is placed in any other W-2 placement after January 1, 2011 or 2012, they will be added back to the denominator for that year's standard. • W-2 individuals who have no intervening activities or whose only activity is enrollment and are subsequently transferred or disenrolled will be excluded from the denominator. • W-2 individuals who obtain SSI/SSDI during the period measured or within 30 days of the CARES case closing are excluded from the denominator. 	<p>There is no benchmark for this performance standard due to the known barriers for this population.</p> <p>DCF will use the data collected in this standard to establish a benchmark in future contracts.</p>